

## **GBS Malta**

### **Student Charter**

#### **As your education provider, GBS Malta will:**

- Provide you with a high quality educational experience that is in line with good academic practice and protect your study interests consistent with GBS Malta's Student Protection Plan
- Treat you in a courteous, fair, just and legal manner.
- Provide a safe and tolerant environment in which academic goals may be pursued free from harassment and discrimination of any kind, consistent with GBS Malta's Safeguarding Policy, Anti-Harassment and Anti-Bullying Code of Practice, Freedom of Speech Code of Conduct and Equal Opportunities Policy, where appropriate.
- Give access to up-to-date, accurate and relevant information about GBS Malta and its services before you enrol for a course, including fees and other course related costs, programme details, assessment methods, admissions and enrolment procedures.
- Schedule and provide a full induction programme for your course of study, in line with the GBS Malta's Induction Policy.
- Ensure that as a prospective and enrolled student you are aware of GBS Malta's Tuition Fee Refund and Compensation Policy, and Terms and Conditions.
- Provide you with a Student Handbook and other information on the aims and objectives of your programme of study, individual course units/modules, methods of study, assessment regulations, unit/module choices (where relevant), and relevant GBS Malta policies, procedures and regulations as provided in the Quality Manual.
- Use approved communication channels, including the website and the virtual learning environment (Moodle), in order to provide you with up-to-date, accurate course information.
- Identify all key GBS staff and their areas of responsibility so that you know who to contact for information and guidance.
- Ensure the provision of a range of opportunities to enhance employability and develop transferable skills.
- Help to ensure that you are able to participate fully in academic life at GBS Malta.

- Organise and implement all course assessment in line with the awarding organisation's regulations and in accordance with published examination and assessment guidelines and criteria, where appropriate.
- Give timely and constructive feedback for formative and summative assessments, where appropriate, to enhance student learning.
- Provide opportunities for you to give feedback about the quality of the programmes, facilities and services that you receive, and respond to your feedback in a clear and transparent manner, acting upon it wherever possible.
- Safeguard all personal information and comply with the requirements of the General Data Protection Regulation of the European Union and the Freedom of Information Act.
- Provide clear guidelines regarding the procedures that need to be followed in order to make an academic appeal or a complaint.

**As a student at GBS Malta you are expected to:**

- Attend all timetabled lessons and scheduled tutorials in line with GBS Malta's Attendance Policy (if for any reason you are unable to attend a particular session, then inform GBS Malta using the recognised absence reporting procedure).
- Act responsibly in your use of all GBS Malta's premises and facilities and help to keep these clean and tidy, complying with any guidance or regulations governing their use and respecting the needs of other users.
- Familiarise yourself with information regarding your studies in the Student Handbook as well as complying with all GBS Malta's regulations, policies and procedures.
- Adhere at all times to GBS Malta's Freedom of Speech Code of Conduct and Equal Opportunity Policy, Anti-Harassment and Anti-Bullying Code of Practice and other relevant policies.
- Take part in relevant induction activities at the start of your programme of studies.
- Understand and abide by your obligations regarding course fees and payments by meeting all deadlines for the payment of fees, understanding that non-payment will result in your place at GBS Malta being withdrawn.
- Take responsibility for your own learning and undertake all course-related work that is assigned to you, ensuring that you devote sufficient time to self-directed learning and study.
- Familiarise yourself with, and abide by, all published examination and assessment timetables and procedures, and submit all assessed work by the set deadlines.
- Understand that at GBS Malta you are a member of a diverse community. Act in a courteous, responsible and legal manner in your dealings with staff and fellow students and be considerate of the local community of which you are a part.

- Always take all reasonable care for your own health and safety, and the health and safety of others, both on and off GBS Malta's premises, according to the Health and Safety Policy.
- Be aware that regular non-attendance or lateness at classes will result in disciplinary action which could have an impact on your studies and learning achievements.
- Seek academic support and guidance, if required, and be proactive in seeking out any welfare or personal support that you may need.
- Advise GBS Malta of any circumstances or restrictions that may affect participation in your studies.
- Provide GBS Malta with up-to-date information for your student records and give prompt notification of any changes to these (e.g. a change of address or contact details).
- Take part in opportunities to feedback on the quality of the educational provision and services that you receive from GBS Malta and undertake to complete feedback surveys when requested.

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